

# Notice of Allowability

Application No.

09/593,978

Examiner

Michael S. A. Delgado

Applicant(s)

KUMAR, MANU

Art Unit

2144

## -- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 01/25/2005.
2. ☒ The allowed claim(s) is/are 1, 5-9 and 11-15 hereafter 1-11.
3. ☒ The drawings filed on 13 June 2000 are accepted by the Examiner.
4. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) ☐ All    b) ☐ Some\*    c) ☐ None    of the:
    1. ☐ Certified copies of the priority documents have been received.
    2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

5. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
  6. ☐ CORRECTED DRAWINGS ( as "replacement sheets") must be submitted.
    - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review ( PTO-948) attached
      - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
    - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
7. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

### Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO-1449 or PTO/SB/08),  
Paper No./Mail Date \_\_\_\_\_
4. ☐ Examiner's Comment Regarding Requirement for Deposit  
of Biological Material
5. ☐ Notice of Informal Patent Application (PTO-152)
6. ☐ Interview Summary (PTO-413),  
Paper No./Mail Date \_\_\_\_\_
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_

### EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Saina Shamilov on 5/24/05. The application has been amended as follows:

1. (Currently Amended) ~~A computer system~~ An article of manufacture for monitoring website activity and tracking a visit to a website by each visitor from a plurality of visitors, the ~~computer system~~ article of manufacture comprising:

a computer-readable medium having stored therein a computer program executable by the computer a processor, ~~for tracking a visit to a website by a plurality of visitors; and~~

~~for identifying each visitor;~~

the computer program comprising instructions for:

~~computer instructions for monitoring viewing by each visitor of pages~~ progress of each visitor to additional pages within the website;

~~initiating direct communication with at least one visitor according to the viewing progress of the visitor of the at least one visitor of to the additional pages within the website;~~

~~indicating the number of visitors accessing each of said additional page the pages within the website; and~~

~~indicating the number of visitors comprises~~ displaying a radar screen that provides on one screen an indication of a number of visitors accessing each of the pages within the website and a visual comparison of different locations within the website where the visitors are browsing.

2. (Cancelled).

3. (Cancelled).

4. (Cancelled).

5. (Currently Amended) The article of manufacture as recited in claim 1 wherein the computer program further comprises ~~said computer~~ instructions for initiating direct communication with the visitor ~~comprise~~ via a text box which is presented to the visitor by a customer service representative, the text box ~~further including computer instructions for~~ includes an identification of ~~identifying~~ the customer service representative to the visitor and includes an interactive dialog box for the exchange of information between the customer service representative and the visitor.

6. (Currently Amended) A method of providing customer service to a website visitor, the method comprising:

identifying to a website customer service representative that a visitor has accessed the website;

identifying the visitor to the customer service representative;

monitoring viewing progress of the visitor ~~to additional~~ of pages in the website;

~~operably~~ connecting the customer service representative with the visitor; and

providing a dialog box from the customer service representative to the visitor such that instantaneous real-time communication is initiated between the customer service representative

Art Unit: 2144

and the visitor based on the monitored viewing progress of the visitor ~~to~~ of the ~~additional~~ pages in the website; and

~~wherein detecting the a browsing pattern comprises indicating that the visitor is navigating through pages of the website and providing the dialog box comprises directing the visitor to a page that is of interest to the visitor-; and~~

displaying a radar screen to the customer service representative that provides on one screen an indication of a number of visitors accessing each of the pages within the website and a visual comparison of different locations within the website where the visitors are browsing.

7. (Previously Presented) The method of claim 6, further comprising:

detecting a browsing pattern from the monitored progress.

8. (Previously Presented) The method of claim 7, wherein detecting the browsing pattern comprises indicating that the visitor is purchasing an item and providing the dialog box comprises helping the visitor purchase the item.

9. (Previously Presented) The method of claim 7, wherein detecting the browsing pattern comprises indicating that the visitor is actively seeking information and providing the dialog box comprises providing desired information to the visitor.

10. (Cancelled).

11. (Currently Amended) The ~~computer system~~ article of manufacture of claim 1, wherein the computer program further comprises:

computer instructions for detecting a browsing pattern from the monitored progress.

12. (Currently Amended) The ~~computer system~~ article of manufacture of claim 11, wherein said computer program ~~instructions for detecting the browsing pattern~~ comprise computer

Art Unit: 2144

instructions for indicating that the visitor is purchasing an item and ~~said computer instructions for initiating direct communication comprise computer instructions for helping the visitor purchase the item.~~

13. (Currently Amended) The ~~computer system~~ article of manufacture of claim 11, wherein said computer program ~~instructions for detecting the browsing pattern~~ comprise computer instructions for indicating that the visitor is actively seeking information and ~~said computer instructions for initiating direct communication comprises computer instructions for providing~~ desired information to the visitor.

14. (Currently Amended) The ~~computer system~~ article of manufacture of claim 11, wherein said computer program ~~instructions for detecting the browsing pattern~~ comprises computer instructions for indicating that the visitor is navigating through pages of the website and ~~said computer instructions for initiating direct communication comprises computer instructions for~~ directing the visitor to a page that is of interest to the visitor.

15. (Currently Amended) The ~~computer system~~ article of manufacture of claim 1, wherein said computer program ~~instructions for initiating direct contact~~ comprises computer instructions for sending a message to the visitor based on the monitored progress.

#### ***Allowable Subject Matter***

2. Claims 1, 5-9 and 11-15 are allowed.

3. The following is an examiner's statement of reasons for allowance: Prior art failed to teach about an article of manufacture in which a radar screen is used to display on one screen an indication of a number of visitors accessing each of the pages within the website and a visual

Art Unit: 2144

comparison of different locations within the website where the visitors are browsing (See Page 5, lines 7-18 of specification).

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Michael S. A. Delgado whose telephone number is (571) 272-3926. The examiner can normally be reached on 7.30 AM - 5.30PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David A. Wiley can be reached on (571) 272-3923

The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



MD



**DAVID WILEY**  
**SUPERVISORY PATENT EXAMINER**  
**TECHNOLOGY CENTER 2100**